

# Digital Service Bulletin and Support



**Subject:** Procurement Report  
**Date:** 30<sup>TH</sup> January 2024  
**Reference:** HWFRS/172

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## 1. Background

Hereford & Worcester Fire and Rescue Service (the Authority) have developed a Digital and Data Strategy 2023-30, which will deliver the requirements set out, to increase productivity through flexible and accessible systems, whilst delivering continued cost savings.

HWFRS must keep pace with modern, user-oriented models of operating in order to address changes in the expectations of our workforce and providing our communities with sustainable, high quality firefighting, rescue and preventative services.

The Authority are seeking to digitalise the current Service Bulletin (Internal Staff Communication) to support the current Service Strategy.

The new system needs to be accessible through multiple devices, licenced and built/hosted on an industry standard platform for future proofing, be externally maintained, updated and secured. . The new system should create efficiencies through ease of use and links to other systems e.g. 365, SharePoint and Triple Play.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected. The Authority has assessed the appropriate procurement routes, the appropriate available partners and the relevant costs of those partners.

## 2. Service Review

The Authority consists of, in addition to its headquarters (SHQ), 27 fire stations strategically located across the two counties. Nineteen of these stations are Retained and predominantly located in Hereford. The remaining 8 stations consist of 3 day crewed and 5 whole time. It operates on a 24 hour per day/7 days per week /365 days per year basis. The mission of the Service is to make the communities we serve safer through prevention, protection and response activities.

Based on the deliverables the Head of Corporate Services and Head of Protection reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation.

As part of the review and finalising of the process the following documents were agreed between the Head Communications Manager and Head of Protection based on the Authorities operational requirements a user specification in line with current legislation.

### Finalising of Tender Documents

1. Invitation to Tender, Evaluation Criteria, Specification, Questionnaire **Appendix 1**
2. Pricing Schedule **Appendix 2**



The specification structure was agreed and the following criteria would be used to assess the overall economic advantages of the tender proposals:-

- **Price (20%)**
- **Quality (45%)**
- **Aftersales (35%)**

The Authority requires a 3 year contract with the option to extend in 12 month increments for the provision of a single supplier to provide a Digital Service Bulletin.

### **3. Procurement**

The Tender for the provision of a Geographic Information System was advertised on 15<sup>th</sup> December 2023, with a closing date for applications on 12<sup>th</sup> January 2024.

This was undertaken as an open tender and published on the BlueLight Portal eu-supply.com

### **4. Evaluation Stage**

#### Evaluation Stages

- Stage 1- Evaluated Price (20%)
- Stage 2- Quality- ability to meet the specification (45%)
- Stage 3- Aftersales (35%)
  - Delivery/Implementation 10%
  - Documents/Reports 10%
  - Contract Management and Performance- FOI
  - Training 5%
  - Warranty- FOI
  - Support and Maintenance 10%

Evaluation questions were based on the following overarching criteria and weighted scores:

<b>Award Criteria</b>	<b>Weightings</b>
Price	<b>20%</b>
Quality	<b>45%</b>
Aftersales	<b>35%</b>
<b>TOTAL</b>	<b>100%</b>

Bids were received from the following two suppliers

1. Cite DMS Ltd
2. DPR Holding Ltd

#### **Stage 1- Price (30%)**

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (3 years).

#### **Stage 2- Quality (40%)**

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 1**) with the evaluation panel consisting of Head Communications Manager and Head of Protection, agreeing, through consensus, an overall score for each question.



### Stage 3-Aftersales (35%)

Each supplier confirmed and supplied an implementation plan as part of their tender submission that they were able to have the software installed before the 1<sup>st</sup> April 2024.

The below table summaries the weighted scores achieved by each of the two suppliers


Criteria	Area	TOTAL SCORE AVAILABLE	Cite DMS Ltd	Successful Supplier DPR Holding Ltd
1	Mandatory Policies	Pass/Fail	Pass	Pass
2	Quality- ability to meet the specification	45%	27%	36%
3	Delivery/Implementation	10%	6%	8%
4	Documents/Reports	10%	6%	6%
5	Contract Management and Performance	For Information Only	For Information Only	For Information Only
6	Training	5%	3%	4%
7	Warranty	For Information Only	For Information Only	For Information Only
8	Support and Maintenance	10%	8%	8%
9	Price	20%	19.07%	20%
Total		100%	69.07%	82%

### 5. Recommended Decision

DPR Holding Ltd appointed for the provision of Digital Service Bulletin  
Contract Value would be £99,975 (3 year contract) which will commence 5<sup>th</sup> February 2024.

### 6. Full Audit trail (including Specification/Scoring matrix)

[DPR Holdings Ltd](#)

Appendix 1- Instructions To Tender	 Instructions To Tender Digital Servic
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**Appendix 2- Pricing Schedule**



Appendix G Pricing  
Schedule DSB.xlsx